

Receptionist Phone Screen (or web application screen)

1. When are you looking to begin a new position?
2. Interested in full or part time
3. Any days/times you are absolutely unavailable?
4. Are you currently employed? If so, where..
5. What do you like MOST about your most recent job?
6. What do you like LEAST about your most recent job?
7. Why are you interested in this position?
8. How much do you think is fair pay for this type of position?
9. (their contact info)

Receptionist Group Interview Questions

1. What do you think are the rewards of this position?
2. What do you think are the downsides of this position?

Group Activity Suggestions:

1. Role play a new patient phone call and see who volunteers and how well they think off their feet.
2. Give hypothetical situations and ask group what the BEST response may be.
3. Talk about personal interests and hobbies.
4. Talk about their relationship with their family/parents and what they most learned from them.

Concluding a group interview:

1. Hand out your “General Job Description” sheet to everyone (see attached).
2. Have each member read four lines of your general job description sheet
3. Have each member write on the back of the general job these four things:
 - a. On a scale of 1 to 10 (ten being extremely difficult), where do you rank this position.
 - b. On this scale, where do they rank the job satisfaction? And why?
 - c. List any things/commitments/obligations that may interfere with your work schedule. (ie. Kids, school, etc.).

Receptionist One-on-One final interviews:

1. Are you looking for short or long term position?
2. What are your future goals?
3. Talk about non-business and work related topics and see if you like them as a person.